

## Quality Rating System Privately Operated ICF/IID Providers

### Definitions of Quality Ratings for 2016

|                             |   |
|-----------------------------|---|
| <b>Significant Concerns</b> | Recommended for termination of Medicaid funding. Widespread deficiencies (ICF/IID tags cited) in all areas. Plan of Correction does not correct deficiencies. Jeopardy and/or Condition of Participation citations have been cited. History of repeat deficiencies (same ICF/IID tags being cited).   |
| <b>Need For Improvement</b> | Received recommendation to terminate in 30 days. Follow up review on plan of correction verifies deficiencies are corrected. Cited for 7 or more deficiencies (ICF/IID tags cited). Jeopardy and /or Condition of Participation citations may have been cited. History of repeat deficiencies (same ICF/IID tags cited).  |
| <b>Acceptable</b>           | Received the final recommendation to re-certify. Cited for no more than 5 deficiencies (ICF/IID tags cited). Follow up review on plan of correction verifies deficiencies are corrected. There are no Jeopardy or Condition citations. None of the deficiencies were repeated from the last annual review.  |
| <b>Excellent</b>            | Received the final recommendation to re-certify. Cited for no more than 3 deficiencies (ICF/IID tags); none of which were in the area of protection from harm. Follow up review on plan of correction verifies deficiencies are corrected. None of the deficiencies were repeated from the last review. There is evidence of participation in a quality improvement system. |

Please note under the certification system for Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID), each home operated by a provider agency is considered a facility and is certified and rated for quality separately. There is one exception which is MurCI Homes, which is a conglomerate of homes certified and rated for quality as one entity.

During the 2016 year, only the ratings of **Significant Concerns**, **Need for Improvement**, **Acceptable**, and **Excellent** will be utilized. The rating of *Outstanding* will be incorporated into the ratings in 2017, allowing providers sufficient time to demonstrate positive outcomes as a result of project improvement plans. This does not mean some of the providers listed below are not outstanding providers. DIDD prefers to enable all providers to have sufficient time to develop quality improvement systems if they do not have them. DIDD would encourage anyone considering placement with one of these providers to visit the provider's website, contact the administrator, visit in the homes, ask to see the most recent ICF/IID survey and talk with staff in addition to using the ratings below as a guide.

March 15, 2016

\*NA = These homes were not reviewed and certified by DIDD ICF/IID surveyors prior to March 1, 2014. DOH/HCF conducted these prior surveys.

### Quality Ratings

#### Comcare

| Date of ICF Certification Surveys | Site of Home                                    | Region | Current and Historical Quality Rating         | Area(s) of Fundamental Citations                                  | Corrected Deficiencies & Achieved Certification | # of People Supported |
|-----------------------------------|---|--------|---|---|---|-----------------------|
| 01/28/15                          | *120 Whirlwind Rd, Greeneville, TN (44G080)     | East   | 2015 - Acceptable                             | 2015 – Client Protections, Active Treatment                       | 2015 - Yes                                      | 4                     |
| 01/28/15                          | *479 Erwin Hwy, Greeneville, TN (44G081)        | East   | 2015 - Acceptable                             | 2015 – Client Protections, Active Treatment                       | 2015 - Yes                                      | 4                     |
| 03/04/15                          | *32 Whirlwind, Greeneville, TN (44G145)         | East   | 2015 - Acceptable                             | 2015 – None   | 2015 - Yes                                      | 4                     |
| 03/04/15                          | 8 Burkey Rd, Greeneville, TN (44G144)           | East   | 2015 – Needs Improvement                      | 2015 – Client Protections, Active Treatment, Physical Environment | 2015 - Yes                                      | 4                     |
| 03/12/14<br>05/06/15              | 1214 King Springs Rd, Johnson City, TN (44G082) | East   | 2014 – Acceptable<br>2015 - Acceptable        | 2014 – None<br>2015 – Health Care, Active Treatment               | 2014 – Yes<br>2015 - Yes                        | 4                     |
| 03/12/14<br>05/06/15              | 109 Shadybrook Dr., Johnson City, TN (44G084)   | East   | 2014 – Acceptable<br>2015 - Acceptable        | 2014 – Client Protections<br>2015 – Active Treatment              | 2014 – Yes<br>2015 - Yes                        | 4                     |
| 06/04/14<br>08/12/15              | 118 Marshall Ln., Greeneville, TN (44G147)      | East   | 2014 – Acceptable<br>2015 – Needs Improvement | 2014 – Active Treatment<br>2015 – Active Treatment, Health Care   | 2014 – Yes<br>2015 - Yes                        | 4                     |
| 06/04/14<br>08/12/15              | 354 O'Brien Avenue, Erwin, TN 37650 (44G083)    | East   | 2014 - Acceptable<br>2015 - Acceptable        | 2014 - None<br>2015 - None  | 2014 – Yes<br>2015 - Yes                        | 4                     |
| 06/14/14<br>08/12/15              | 106 Sparmill Road, Erwin, TN 37650 (44G085)     | East   | 2014 - Acceptable<br>2015 - Acceptable        | 2014 - Active Treatment<br>2015 - Active Treatment                | 2014 – Yes<br>2015 - Yes                        | 4                     |

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### D & S Residential

| Date of ICF Certification Surveys | Site of Home                                   | Region | Current and Historical Quality Rating         | Area(s) of Fundamental Citations  | Corrected Deficiencies & Achieved Certification | # of People Supported |
|-----------------------------------|--|--------|---|---|---|-----------------------|
| 03/6/14<br>02/12/15               | 2803 Darolyn St, Bartlett, TN 38134 (44G127)   | West   | 2014 - Acceptable<br>2015 - Acceptable        | 2014 - None<br>2015 - Client Protections, Active Treatment              | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 03/6/14<br>02/12/15               | 3783 Egypt Central, Memphis, TN 38128 (44G116) | West   | 2014 - Acceptable<br>2015 - Acceptable        | 2014 - None<br>2015 - Active Treatment                                  | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 07/17/14<br>09/17/15              | 3131 James Rd, Memphis, TN 38128 (44G107)      | West   | 2014 - Acceptable<br>2015 - Acceptable        | 2014 - None<br>2015 - None  | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 07/17/14<br>09/17/15              | 3432 Old Allen Rd, Memphis, TN 38128 (44G106)  | West   | 2014 - Acceptable<br>2015 - Needs Improvement | 2014 - None<br>2015 - Client Protections, Active Treatment, Health Care | 2014 - Yes<br>2015 - Yes                        | 4                     |

### Life Bridges

| Date of ICF Certification Surveys | Site of Home  | Region | Current and Historical Quality Ratings                 | Area(s) of Fundamental Citations   | Corrected Deficiencies & Achieved Certification | # of People Supported |
|-----------------------------------|---|--------|--|--|---|-----------------------|
| 05/06/14<br>07/08/15              | 2601 Bower Lane SE<br>Cleveland, TN 37323 (44G091)  | East   | 2014 -Needs Improvement<br>2015 - Significant Concerns | 2014 - Active Treatment, Health, Physical Environment<br>2015 - Active Treatment               | 2014 - Yes<br>2015 - Yes                        | 6                     |
| 05/06/14<br>07/08/15              | 2611 Bower Lane SE,<br>Cleveland, TN 37323 (44G091) | East   | 2014 - Needs Improvement<br>2015 - Needs improvement   | 2014 - Active Treatment, Physical Environment<br>2015 - Active Treatment, Physical Environment | 2015 - Yes<br>2016 - Yes                        | 6                     |
| 01/14/15<br>01/21/16              | *209 Kile Lake Rd, Cleveland, TN 37323 (44G140)     | East   | 2015 - Acceptable<br>2016 - Acceptable                 | 2015 - Non-Fundamental citations<br>2016 - Active Treatment, Health Care                       | 2015 - Yes<br>2016 - Yes                        | 4                     |
| 01/14/15<br>01/21/16              | *207 Kile Lake Rd, Cleveland, TN 37323 (44G141)     | East   | 2015 - Acceptable<br>2016 - Acceptable                 | 2015 - Non-Fundamental citations<br>2016 - Active Treatment                                    | 2015 - Yes<br>2016 - Yes                        | 4                     |

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**Michael Dunn**

| <b>Date of ICF Certification Surveys</b> | <b>Site of Home</b>                            | <b>Region</b> | <b>Current and Historical Quality Ratings</b>        | <b>Area(s) of Fundamental Citations</b>   | <b>Corrected Deficiencies &amp; Achieved Certification</b> | <b># of People Supported</b> |
|--|--|---------------|--|---|--|------------------------------|
| 07/23/14<br>09/30/15                     | 106 Village Trace, Kingston, TN 37763 (44G094) | East          | 2014 - Needs Improvement<br>2015 - Needs Improvement | 2014 - Active Treatment<br>2015 - Client Protections, Active Treatment, Health Care | 2014 - Yes<br>2015 - Yes                                   | 4                            |
| 07/23/14<br>09/17/15                     | 104 Village Trace, Kingston, TN 37763 (44G095) | East          | 2014 - Acceptable<br>2015 - Needs Improvement        | 2014 - Active Treatment<br>2015 - Active Treatment                                  | 2014 - Yes<br>2015 - Yes                                   | 4                            |

**Mur-Ci Homes**

| <b>Date of ICF Certification Surveys</b> | <b>Site of Home</b>                               | <b>Region</b> | <b>Current and Historical Quality Ratings</b>        | <b>Area(s) of Fundamental Citations</b>  | <b>Corrected Deficiencies &amp; Achieved Certification</b> | <b># of People Supported</b> |
|--|---|---------------|--|--|--|------------------------------|
| 10/17/14<br>10/12/15                     | 3000 Baby Ruth Lane, Nashville, TN 37013 (44G066) | Middle        | 2014 - Needs Improvement<br>2015 - Needs Improvement | 2014 - Client Protections, Active Treatment<br>2015 - Client Protections, Active Treatment, Health | 2014 - Yes<br>2015 - Yes                                   | 72                           |

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Open Arms – Chattanooga

| Date of ICF Certification Surveys | Site of Home                                   | Region | Current and Historical Quality Rating         | Area(s) of Fundamental Citations   | Corrected Deficiencies & Achieved Certification | # of People Supported |
|-----------------------------------|--|--------|---|--|---|-----------------------|
| 11/05/14<br>01/06/16              | 10535 N Hwy 58, Ooltewah, TN 37363 (44G054)    | East   | 2014 - Acceptable<br>2016 - Needs Improvement | 2014 - Active Treatment<br>2016 - Client Protections, Active Treatment                       | 2014 - Yes<br>2016 - Yes                        | 8                     |
| 11/05/14<br>01/06/16              | 10539 N Hwy 58, Ooltewah, TN 37363 (44G049)    | East   | 2014 - Acceptable<br>2016 - Acceptable        | 2014 - Active Treatment<br>2016 - Active Treatment   | 2014 - Yes<br>2016 - Yes                        | 8                     |
| 08/27/14<br>11/04/15              | 11419 N Hwy 58, Georgetown, TN 37336 (44G045)  | East   | 2014 - Acceptable<br>2015 - Acceptable        | 2014 - Active Treatment<br>2015 - Active Treatment   | 2014 - Yes<br>2015 - Yes                        | 8                     |
| 08/27/14<br>11/04/15              | 11421 N Hwy 58, Georgetown, TN 37336 (44G044)  | East   | 2014 - Acceptable<br>2015 - Acceptable        | 2014 - Active Treatment, Physical Environment<br>2015 - Client Protections, Active Treatment | 2014 - Yes<br>2015 - Yes                        | 8                     |
| 09/10/14<br>07/22/15              | 7841 Sims Rd, Harrison, TN 37341 (44G052)      | East   | 2014 - Needs Improvement<br>2015 - Acceptable | 2014 - Active Treatment, Physical Environment<br>2015 - Client Protections, Active Treatment | 2014 - Yes<br>2015 - Yes                        | 8                     |
| 09/10/14<br>07/22/15              | 7845 Sims Rd, Harrison, TN 37431 (44G053)      | East   | 2014 - Acceptable<br>2015 - Acceptable        | 2014 - Active Treatment<br>2015 - None   | 2014 - Yes<br>2015 - Yes                        | 8                     |
| 10/15/14<br>09/16/15              | 9253 Snow Hill Rd, Ooltewah, TN 37363 (44G050) | East   | 2014 - Acceptable<br>2015 - Acceptable        | 2014 - Active Treatment<br>2015 - Client Protections   | 2014 - Yes<br>2015 - Yes                        | 8                     |
| 10/15/14<br>09/16/15              | 9255 Snow Hill Rd, Ooltewah, TN 37363 (44G051) | East   | 2014 - Acceptable<br>2015 - Acceptable        | 2014 - Active Treatment<br>2015 - Active Treatment   | 2014 - Yes<br>2015 - Yes                        | 8                     |

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Open Arms – Knoxville

| Date of ICF Certification Surveys | Site of Home  | Region | Current and Historical Quality Rating                             | Area(s) of Fundamental Citations  | Corrected Deficiencies & Achieved Certification | # of People Supported |
|-----------------------------------|---|--------|---|---|---|-----------------------|
| 03/05/14<br>03/25/15<br>02/03/16  | 6505 Emory, Knoxville, TN<br>37931 (44G035)           | East   | 2014 - Needs Improvement<br>2015 - Acceptable<br>2016 - Excellent | 2014 - Client Behavior & Facility Practices, Active Treatment, Health<br>2015 - None<br>2016 - Active Treatment                   | 2014 - Yes<br>2015 - Yes<br>2016 - Yes          | 8                     |
| 03/05/14<br>03/25/15<br>02/03/16  | 6509 Emory Rd., Knoxville, TN<br>37931 (44G036)       | East   | 2014 - Needs Improvement<br>2015 - Acceptable<br>2016 - Excellent | 2014 - Client Behavior & Facility Practices, Active Treatment, Physical Environment<br>2015 - None<br>2016 - Physical Environment | 2014 - Yes<br>2015 - Yes<br>2016 - Yes          | 8                     |
| 11/19/14<br>12/01/15              | 7812 Ball Camp Pike, Knoxville, TN<br>37931 (44G037)  | East   | 2014 - Acceptable<br>2015 - Excellent                             | 2014 - Active Treatment<br>2015 - Active Treatment  | 2014 - Yes<br>2015 - Yes                        | 8                     |
| 11/19/14<br>12/01/15              | 7814 Ball Camp Pike, Knoxville, TN<br>37931 (44G 038) | East   | 2014 - Acceptable<br>2015 - Acceptable                            | 2014 - Client Protections, Active Treatment<br>2015 - Active Treatment  | 2014 - Yes<br>2015 - Yes                        | 8                     |
| 07/10/14<br>06/03/15              | 6010 Clayberry Rd., Knoxville, TN<br>37931 (44G032)   | East   | 2014 - Acceptable<br>2015 - Needs Improvement                     | 2014 - Active Treatment<br>2015 - Active Treatment, Health Care   | 2014 - Yes<br>2015 - Yes                        | 8                     |
| 07/10/14<br>06/03/15              | 6011 Clayberry Rd. Knoxville, TN<br>37931 (44G031)    | East   | 2014 - Acceptable<br>2015 - Acceptable                            | 2014 - Active Treatment, Physical Environment<br>2015 - Client Protections, Active Treatment                                      | 2014 - Yes<br>2015 - Yes                        | 8                     |
| 09/24/14<br>09/02/15              | 55411 Western Ave. Knoxville, TN<br>37921 (44G034)    | East   | 2014 - Acceptable<br>2015 - Acceptable                            | 2014 - Active Treatment, Health Care<br>2015 - Active Treatment   | 2014 - Yes<br>2015 - Yes                        | 8                     |
| 09/24/14<br>09/02/15              | 5407 Western Ave., Knoxville, TN<br>37921 (44G033)    | East   | 2014 - Acceptable<br>2015 - Acceptable                            | 2014 - Active Treatment<br>2015 - Active Treatment  | 2014 - Yes<br>2015 - Yes                        | 8                     |

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Open Arms – Nashville (Nolensville Area)

| Date of ICF Certification Surveys | Site of Home                                      | Region | Current and Historical Quality Rating         | Area(s) of Fundamental Citations   | Corrected Deficiencies & Achieved Certification | # of People Supported |
|-----------------------------------|---|--------|---|--|---|-----------------------|
| 11/19/14<br>12/17/15              | 2411 Miller St., Nashville, TN<br>37211 (44G039)  | Middle | 2014 - Needs Improvement<br>2015 - Acceptable | 2014 - Client Protections, Active Treatment, Health Care<br>2015 - Active Treatment              | 2014 - Yes<br>2015 - Yes                        | 8                     |
| 11/19/14<br>12/17/15              | 2415 Miller St., Nashville, TN<br>37211 (44G040)  | Middle | 2014 - Acceptable<br>2015 - Acceptable        | 2014 - Health Care<br>2015 - Active Treatment  | 2014 - Yes<br>2015 - Yes                        | 8                     |
| 03/06/14<br>01/14/15              | 6120 Mt. Pigsah, Nashville, TN<br>37211 (44G041)  | Middle | 2014 - Acceptable<br>2015 - Acceptable        | 2014 - Active Treatment<br>2015 - Active Treatment   | 2014 - Yes<br>2015 - Yes                        | 8                     |
| 05/07/14<br>05/20/15              | 6850 Burkitt, Antioch, TN<br>37013 (44G042)       | Middle | 2014 - Acceptable<br>2015 - Acceptable        | 2014 - Client Protections, Health Care<br>2015 - Active Treatment, Health Care                   | 2014 - Yes<br>2015 - Yes                        | 8                     |
| 05/07/14<br>05/20/15              | 6854 Burkitt, Antioch, TN<br>37013 (44G043)       | Middle | 2014 - Acceptable<br>2015 - Needs Improvement | 2014 - Health Care<br>2015 - Active Treatment, Client Behavior & Facility Practices, Health Care | 2014 - Yes<br>2015 - Yes                        | 8                     |
| 08/06/14<br>09/10/15              | 5825 Cane Ridge, Antioch, TN<br>37013 (44G047)    | Middle | 2014 - Acceptable<br>2015 - Acceptable        | 2014 - Active Treatment<br>2015 - Active Treatment   | 2014 - Yes<br>2015 - Yes                        | 8                     |
| 08/06/14<br>09/10/15              | 5821 Cane Ridge, Antioch, TN<br>37013 (44G046)    | Middle | 2014 - Acceptable<br>2015 - Acceptable        | 2014 - Active Treatment<br>2015 - Client Behavior & Facility Practices                           | 2014 - Yes<br>2015 - Yes                        | 8                     |
| 01/14/15                          | *13312 Old Hickory, Antioch, TN<br>37013 (44G048) | Middle | 2015 - Acceptable                             | 2015 - Active Treatment  | 2015 - Yes                                      | 8                     |

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Open Arms – Memphis

| Date of ICF Certification Surveys | Site of Home   | Region | Current and Historical Quality Rating                | Area(s) of Fundamental Citations   | Corrected Deficiencies & Achieved Certification | # of People Supported |
|-----------------------------------|--|--------|--|--|---|-----------------------|
| 11/20/14<br>10/28/15              | 1445 Greendale, Memphis TN 38127 (44G024)            | West   | 2014 – Acceptable<br>2015 - Acceptable               | 2014 - Client Protections, Active Treatment<br>2015 - Active Treatment                     | 2014 - Yes<br>2015 - Yes                        | 8                     |
| 11/20/14<br>10/28/15              | 1457 Greendale, Memphis, TN 38127 (44G025)           | West   | 2014 - Needs Improvement<br>2015 - Needs Improvement | 2014 - Client Protections, Active Treatment<br>2015 - Client Protections, Active Treatment | 2014 - Yes<br>2015 - Yes                        | 8                     |
| 03/25/15                          | *4240 Raleigh Millington, Memphis, TN 38128 (44G029) | West   | 2015 - Needs Improvement                             | 2015 - Client Protections, Active Treatment, Health  | 2015 - Yes                                      | 8                     |
| 03/25/15                          | *4254 Raleigh Millington, Memphis, TN 38128 (44G030) | West   | 2015 - Needs Improvement                             | 2015 - Client Protections, Active Treatment  | 2015 - Yes                                      | 8                     |
| 10/16/14<br>07/15/15              | 4695 Allendale Dr., Memphis, TN 38128 (44G027)       | West   | 2014 - Needs Improvement<br>2015 - Needs Improvement | 2014 - Client Behavior & Facility Practices<br>2015 - Active Treatment, Health Care        | 2014 - Yes<br>2015 - Yes                        | 8                     |
| 10/16/14<br>07/15/15              | 4707 Allendale Dr., Memphis, TN 38128 (44G028)       | West   | 2014 – Acceptable<br>2015 - Acceptable               | 2014 - Active Treatment<br>2015 - Health Care  | 2014 - Yes<br>2015 - Yes                        | 8                     |
| 12/15/14<br>12/02/15              | 5350 Benjestown Rd., Memphis, TN 38122 (44G022)      | West   | 2014 – Acceptable<br>2015 - Acceptable               | 2014 - Active Treatment<br>2015 - Active Treatment   | 2014 - Yes<br>2015 - Yes                        | 8                     |
| 12/15/14<br>12/02/15              | 5380 Benjestown Rd., Memphis, TN 38127 (44G023)      | West   | 2014 – Acceptable<br>2015 - Acceptable               | 2014 - Client Protections<br>2015 - Health Care, Active Treatment                          | 2014 - Yes<br>2015 - Yes                        | 8                     |

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Orange Grove

| Date of ICF Certification Surveys | Site of Home   | Region | Current and Historical Quality Rating                | Area(s) of Fundamental Citations  | Corrected Deficiencies & Achieved Certification | # of People Supported |
|-----------------------------------|--|--------|--|---|---|-----------------------|
| 02/11/15                          | *3426 Chandler Ave.,<br>Chattanooga, TN 37410<br>(44G132)    | East   | 2015 - Acceptable                                    | 2015 - Active Treatment, Health Care  | 2015 - Yes                                      | 4                     |
| 02/11/15                          | *3454 Chandler Ave.<br>Chattanooga, TN 37410<br>(44G133)     | East   | 2015 - Acceptable                                    | 2015 - None   | 2015 - Yes                                      | 4                     |
| 03/19/14<br>04/22/15              | 2015 Hixon Pike, Chattanooga,<br>TN 37410 (44G098)           | East   | 2014 - Acceptable<br>2015 - Acceptable               | 2014 - Active Treatment<br>2015 - Active Treatment, Health Care                             | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 04/16/14<br>03/25/15              | 1337 Highland Rd.,<br>Chattanooga, TN 37415<br>(44G093)      | East   | 2014 - Acceptable<br>2015 - Needs Improvement        | 2014 - None<br>2015 - Client Protections, Active Treatment                                  | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 04/15/14<br>03/25/15              | 1836 Crestwood Dr.,<br>Chattanooga, TN 37415<br>(44G099)     | East   | 2014 - Acceptable<br>2015 - Acceptable               | 2014 - None<br>2015 - None  | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 04/23/14<br>06/17/15              | 2317 Brookhaven Circle,<br>Chattanooga, TN 37421<br>(44G086) | East   | 2014 - Needs Improvement<br>2015 - Needs improvement | 2014 - Client Behavior & Facility Practices,<br>Active Treatment<br>2015 - Active Treatment | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 05/14/14<br>04/08/15              | 4020 Carl Swafford Dr.,<br>Chattanooga, TN 37419<br>(44G101) | East   | 2014 - Needs Improvement<br>2015 - Needs improvement | 2014 - Active Treatment<br>2015 - Active Treatment, Health Care,<br>Physical Environment    | 2014 - Yes<br>2015 - Yes                        | 8                     |
| 05/14/14<br>04/08/15              | 4016 Carl Swafford Dr.,<br>Chattanooga, TN 37419<br>(44G100) | East   | 2014 - Acceptable<br>2015 - Acceptable               | 2014 - Active Treatment, Health Care<br>2015 - Active Treatment, Health Care                | 2014 - Yes<br>2015 - Yes                        | 8                     |
| 04/23/14<br>06/17/15              | 1305 Vance Rd., Chattanooga,<br>TN 37421 (44G092)            | East   | 2014 - Needs Improvement<br>2015 - Needs improvement | 2014 - Active Treatment<br>2015 - Active Treatment  | 2014 - Yes<br>2015 - Yes                        | 4                     |

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Orange Grove - Continued

| Date of ICF Certification Surveys | Site of Home  | Region | Current and Historical Quality Rating         | Area(s) of Fundamental Citations  | Corrected Deficiencies & Achieved Certification | # of People Supported |
|-----------------------------------|---|--------|---|---|---|-----------------------|
| 06/17/14<br>05/20/15              | 1524 Shelby Circle,<br>Chattanooga, TN 37343<br>(44G087)      | East   | 2014 - Acceptable<br>2015 - Acceptable        | 2014 - None<br>2015 - Active Treatment, Health Care   | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 12/15/14<br>12/16/15              | 7445 Pinewood Dr.<br>Chattanooga, TN 37421<br>(44G153)        | East   | 2014 - Acceptable<br>2015 - Needs Improvement | 2014 - Active Treatment, Health Care<br>2015 - Client Protections, Active Treatment, Health Services              | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 12/15/14<br>12/16/15              | 7447 Pinewood Dr.,<br>Chattanooga, TN 37421<br>(44G154)       | East   | 2014 - Acceptable<br>2015 - Acceptable        | 2014 - Active Treatment<br>2015 - Health Services   | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 12/01/14<br>11/18/15              | 5407 Brown Chapel Ln.,<br>Chattanooga, TN 37415<br>(44G166)   | East   | 2014 - Acceptable<br>2015 - Needs Improvement | 2014 - Active Treatment<br>2015 - Client Protections, Active Treatment  | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 08/13/14<br>08/19/15              | 4403 Comet Trail, Hixon, TN<br>37343 (44G096)                 | East   | 2014 - Acceptable<br>2015 - Needs Improvement | 2014 - Active Treatment, Health Care<br>2015 - Client Protections, Active Treatment, Health Care                  | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 03/19/14<br>04/22/15              | 87 Dowlen Rd., Chattanooga,<br>TN 37343 (44G097)              | East   | 2014 - Acceptable<br>2015 - Acceptable        | 2014 - Active Treatment<br>2015 - Active Treatment, Health Care   | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 12/01/14<br>11/18/15              | 5345 Mountain Creek Rd.,<br>Chattanooga, TN 37415<br>(44G166) | East   | 2014 - Acceptable<br>2015 - Acceptable        | 2014 - Client Protections, Active Treatment, Health Care<br>2015 - Active Treatment                               | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 06/17/14<br>05/20/15              | 6235 Pine Marr Dr.,<br>Chattanooga, TN 37343<br>(44G088)      | East   | 2014 - Acceptable<br>2015 - Acceptable        | 2014 - Client Protections, Active Treatment, Health Care<br>2015 - Client Protections, Active Treatment<br>2016 - | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 08/13/14<br>8/19/15               | 4717 Whispering Hills, Hixon,<br>TN 37243 (44G089)            | East   | 2014 - Acceptable<br>2015 - Needs Improvement | 2014 - Active Treatment, Health Care<br>2015 - Client Protections, Active Treatment, Health Care                  | 2014 - Yes<br>2015 - Yes                        | 4                     |

March 15, 2016

RHA West

| Date of ICF Certification Surveys | Site of Home  | Region | Current and Historical Quality Rating         | Area(s) of Fundamental Citations                                       | Corrected Deficiencies & Achieved Certification | # of People Supported |
|-----------------------------------|---|--------|---|--|---|-----------------------|
| 08/20/14<br>09/30/15              | 89 Windale Rd., Jackson, TN 38305 (44G148)          | West   | 2014 - Acceptable<br>2015 - Acceptable        | 2014 - None<br>2015 - None   | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 09/24/14<br>11/11/15              | 2055 Hwy 45 Bypass - A, Trenton, TN 383823 (44g149) | West   | 2014 - Acceptable<br>2015 - Acceptable        | 2014 - None<br>2015 - None   | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 09/24/14<br>11/11/15              | 2055 Hwy 45 Bypass - B, Trenton, TN 38382 (44G150)  | West   | 2014 - Acceptable<br>2015 - Acceptable        | 2014 - None<br>2015 - Client Protections, Active Treatment             | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 03/19/14<br>02/25/15              | 195 Turners Loop, Humboldt, TN 38343 (44G159)       | West   | 2014 - Acceptable<br>2015 - Acceptable        | 2014 - None<br>2015 - Client Protections, Active Treatment             | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 03/19/14<br>02/25/15              | 205 Turners Loop, Humboldt, TN 38343 (44G160)       | West   | 2014 - Acceptable<br>2015 - Acceptable        | 2014 - None<br>2015 - Client Protections, Active Treatment             | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 05/07/14<br>05/06/15              | 135 S Peck Switch Cove, Dyer, TN 38330 (44G123)     | West   | 2014 - Acceptable<br>2015 - Acceptable        | 2014 - None<br>2015 - None   | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 05/07/14<br>05/06/15              | 157 S Peck Switch Cove, Dyer, TN 38330 (44G122)     | West   | 2014 - Needs Improvement<br>2015 - Acceptable | 2014 - Client Protections, Health Care<br>2015 - Active Treatment      | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 03/12/14<br>04/29/15              | 403 Church St. Jackson, TN 38305 (44G121)           | West   | 2014 - Acceptable<br>2015 - Acceptable        | 2014 - Active Treatment<br>2015 - Active Treatment                     | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 03/12/14<br>04/29/15              | 407 Church St. Jackson, TN 38305 (44G120)           | West   | 2014 - Acceptable<br>2015 - Acceptable        | 2014 - Client Behavior & Facility Practices<br>2015 - Active Treatment | 2014 - Yes<br>2015 - Yes                        | 4                     |

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## RHA West – continued

| Date of ICF Certification Surveys | Site of Home                                    | Region | Current and Historical Quality Rating                              | Area(s) of Fundamental Citations  | Corrected Deficiencies & Achieved Certification | # of People Supported |
|-----------------------------------|---|--------|--|---|---|-----------------------|
| 03/12/14<br>01/14/15<br>01/13/16  | 2202 Hwy 45 Bypass, Trenton, TN 38382 (44G118)  | West   | 2014 - Acceptable<br>2015 - Acceptable<br>2016 - Acceptable        | 2014 - Client Protections<br>2015 - Active Treatment<br>2016 - Staffing, Active Treatment, Health Care  | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 03/12/14<br>01/14/15<br>01/13/16  | 2206 Hwy 45 Bypass, Trenton, TN 38382 (44G119)  | West   | 2014 - Acceptable<br>2015 - Needs Improvement<br>2016 - Acceptable | 2014 - None<br>2015 - Client Protections, Health Care<br>2016 - Staffing, Active Treatment, Health Care | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 03/19/14<br>04/29/15              | 6003 Dove Hollow, Humboldt, TN 38343 (44G117)   | West   | 2014 - Acceptable<br>2015 - Acceptable                             | 2014 - None<br>2015 - Active Treatment  | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 05/14/14<br>05/20/15              | 14 Cobblestone Dr., Humboldt, TN 38343 (44G137) | West   | 2014 - Acceptable<br>2015 - Acceptable                             | 2014 - None<br>2015 - None  | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 05/14/14<br>05/20/15              | 9 Cobblestone Dr., Humboldt, TN 38343 (44G136)  | West   | 2014 - Acceptable<br>2015 - Acceptable                             | 2014 - None<br>2015 - None  | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 08/06/14<br>09/03/15              | 1130 High St. Trenton, TN 38382 (44G108)        | West   | 2014 - Acceptable<br>2015 - Acceptable                             | 2014 - None<br>2015 - Active Treatment, Health Care   | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 08/06/14<br>09/03/15              | 1132 High St. Trenton, TN 38382 (44G109)        | West   | 2014 - Acceptable<br>2015 - Acceptable                             | 2014 - None<br>2015 - Active Treatment  | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 07/23/14<br>7/29/15               | 301 East Eaton St., Trenton, TN 38382 (44G110)  | West   | 2014 - Acceptable<br>2015 - Acceptable                             | 2014 - Active Treatment<br>2015 - None  | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 07/23/14<br>07/29/15              | 307 East Eaton St., Trenton, TN 38382 (44G111)  | West   | 2014 - Acceptable<br>2015 - Acceptable                             | 2014 - Active Treatment<br>2015 - Active Treatment  | 2014 - Yes<br>2015 - Yes                        | 4                     |

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RHA West – continued

| Date of ICF Certification Surveys | Site of Home   | Region | Current and Historical Quality Rating  | Area(s) of Fundamental Citations              | Corrected Deficiencies & Achieved Certification | # of People Supported |
|-----------------------------------|--|--------|--|---|---|-----------------------|
| 08/20/14<br>09/30/15              | 3301 Hunters Ridge Dr.,<br>Humboldt, TN 38343 (44G112) | West   | 2014 - Acceptable<br>2015 - Acceptable | 2014 - None<br>2015 - None                    | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 05/22/14<br>6/17/15               | 361 Oakfield, Jackson, TN<br>38305 (44G138)            | West   | 2014 - Acceptable<br>2015 - Acceptable | 2014 - Active Treatment<br>2015 - Health Care | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 05/22/14<br>6/17/15               | 367 Oakfield, Jackson, TN<br>38305 (44G139)            | West   | 2014 - Acceptable<br>2015 - Acceptable | 2014 - Physical Environment<br>2015 - None    | 2014 - Yes<br>2015 - Yes                        | 4                     |

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RHA – Stones River Center

| Date of ICF Certification Surveys | Site of Home   | Region | Current and Historical Quality Rating                | Area(s) of Fundamental Citations   | Corrected Deficiencies & Achieved Certification | # of People Supported |
|-----------------------------------|--|--------|--|--|---|-----------------------|
| 08/13/14<br>06/18/15              | 3347 Jackson St.,<br>Murfreesboro, TN 37130<br>(44G070)    | Middle | 2014 - Needs Improvement<br>2015 - Needs Improvement | 2014 - Client Protections<br>2015 - Client Protections, Active Treatment, Physical Environment | 2014 - Yes<br>2015 - Yes                        | 8                     |
| 07/23/14<br>06/18/15              | 3353 Jackson St.,<br>Murfreesboro, TN 37130<br>(44G071)    | Middle | 2014 - Acceptable<br>2015 - Needs Improvement        | 2014 - Active Treatment<br>2015 - Client Protections, Active Treatment                         | 2014 - Yes<br>2015 - Yes                        | 8                     |
| 11/05/14<br>01/13/16              | 2116 Rogers St.,<br>Murfreesboro, TN 37130<br>(44G075)     | Middle | 2014 - Acceptable<br>2016 - Excellent                | 2014 - Client Behavior & Facility Practices<br>2016 - None cited                               | 2014 - Yes<br>2016 - Yes                        | 8                     |
| 11/05/14<br>01/13/16              | 2115 Rogers St.,<br>Murfreesboro, TN 37130<br>(44G074)     | Middle | 2014 - Acceptable<br>2016 - Excellent                | 2014 - Active Treatment, Health Care<br>2016 - Active Treatment                                | 2014 - Yes<br>2016 - Yes                        | 8                     |
| 08/21/14<br>8/26/15               | 126 Arnette St., Murfreesboro,<br>TN 37130 (44G072)        | Middle | 2014 - Acceptable<br>2015 - Needs Improvement        | 2014 - Active Treatment<br>2015 - Active Treatment<br>2016 -                                   | 2014 - Yes<br>2015 - Yes                        | 8                     |
| 08/21/14<br>8/26/15               | 122 Arnette St., Murfreesboro,<br>TN 37130 (44G073)        | Middle | 2014 - Acceptable<br>2015 - Acceptable               | 2014 - Client Protections, Active Treatment<br>2015 - Client Protections, Active Treatment     | 2014 - Yes<br>2015 - Yes                        | 8                     |
| 04/09/14<br>05/06/15              | 3606 Sulfur Springs,<br>Murfreesboro, TN 37130<br>(44G078) | Middle | 2014 - Acceptable<br>2015 - Acceptable               | 2014 - Client Protections, Active Treatment, Health Care<br>2015 - Active Treatment            | 2014 - Yes<br>2015 - Yes                        | 8                     |
| 04/09/14<br>05/06/15              | 3610 Sulfur Springs,<br>Murfreesboro, TN 37130<br>(44G079) | Middle | 2014 - Acceptable<br>2015 - Acceptable               | 2014 - Active Treatment<br>2015 - Active Treatment, Physical Environment                       | 2014 - Yes<br>2015 - Yes                        | 8                     |
| 02/11/15                          | *1802 Pennington,<br>Murfreesboro, TN 37130<br>(44G0767)   | Middle | 2015 - Acceptable                                    | 2015 - Client Protections, Physical Environment  | 2015 - Yes                                      | 8                     |

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RHA – Stones River Center continued

| Date of ICF Certification Surveys | Site of Home   | Region | Current and Historical Quality Rating  | Area(s) of Fundamental Citations   | Corrected Deficiencies & Achieved Certification | # of People Supported |
|-----------------------------------|--|--------|--|--|---|-----------------------|
| 04/11/14<br>02/11/15              | 1806 Pennington,<br>Murfreesboro, TN 37130<br>(44G077) | Middle | 2014 - Acceptable<br>2015 - Acceptable | 2014 - Active Treatment, Health Care<br>2015 - Active Treatment, Health Care | 2014 - Yes<br>2015 - Yes                        | 8                     |

Salem Villages

| Date of ICF Certification Surveys | Site of Home  | Region | Current and Historical Quality Rating         | Area(s) of Fundamental Citations                              | Corrected Deficiencies & Achieved Certification | # of People Supported |
|-----------------------------------|---|--------|---|---|---|-----------------------|
| 09/10/14<br>11/04/15              | 305 W. Hillcrest Dr.,<br>Springfield, TN 37172 (44G068) | Middle | 2014 - Acceptable<br>2015 - Needs Improvement | 2014 - Health Care<br>2015 - Governing Body, Active Treatment | 2014 - Yes<br>2015 - Yes                        | 8                     |
| 09/10/14<br>11/04/15              | 307 W. Hillcrest Dr.,<br>Springfield, TN 37172 (44G069) | Middle | 2014 - Acceptable<br>2015 - Acceptable        | 2014 - Active Treatment<br>2015 - Active Treatment            | 2014 - Yes<br>2015 - Yes                        | 8                     |
| 09/10/14<br>11/04/15              | 718 Cheatham St., Springfield,<br>TN 37172 (44G067)     | Middle | 2014 - Acceptable<br>2015 - Acceptable        | 2014 - None<br>2015 - Governing Body                          | 2014 - Yes<br>2015 - Yes                        | 8                     |

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Shelby Residential and Vocational Services (SRVS)

| Date of ICF Certification Surveys | Site of Home                                       | Region | Current and Historical Quality Rating                   | Area(s) of Fundamental Citations   | Corrected Deficiencies & Achieved Certification | # of People Supported |
|-----------------------------------|--|--------|---|--|---|-----------------------|
| 01/28/15                          | *847 Linwood, Memphis, TN 38116 (44G065)           | West   | 2015 - Acceptable                                       | 2015 - None  | 2015 - Yes                                      | 6                     |
| 11/06/14<br>08/13/15              | 1735 Whitney, Memphis, TN 38127 (44G061)           | West   | 2014 - Needs Improvement<br>2015 - Significant Concerns | 2014 - Governing Body, Client Protections, Active Treatment<br>2015 - Active Treatment     | 2014 - Yes<br>2015 - Yes                        | 6                     |
| 01/29/15                          | *2115 St. James Rd, Memphis, TN 38128 (44G063)     | West   | 2015 - Needs Improvement                                | 2015 - Client Protections, Active Treatment  | 2015 - Yes                                      | 6                     |
| 11/06/14<br>08/13/15              | 3250 Sandwick, Memphis, TN (38128 (44G059)         | West   | 2014 - Needs Improvement<br>2015 - Significant Concerns | 2014 - Client Protections, Active Treatment<br>2015 - Client Protections, Active Treatment | 2014 - Yes<br>2015 - Yes                        | 6                     |
| 12/01/14<br>11/18/15              | 3785 Old Egypt Central, Memphis, TN 38128 (44G058) | West   | 2014 - Acceptable<br>2015 - Needs Improvement           | 2014 - Client Protections, Active Treatment<br>2015 - Client Protections, Active Treatment | 2014 - Yes<br>2015 - Yes                        | 6                     |
| 12/01/14<br>11/18/15              | 4101 Tessland, Memphis, TN 38128 (44G060)          | West   | 2014 - Needs Improvement<br>2015 - Needs Improvement    | 2014 - Client Protections, Active Treatment<br>2015 - Client Protections, Active Treatment | 2014 - Yes<br>2015 - Yes                        | 6                     |
| 04/15/15                          | *4827 Hancock Dr. , Memphis, TN 38116 (44G064)     | West   | 2015 - Needs Improvement                                | 2015 - Client Protections, Active Treatment, Health Care                                   | 2015 - Yes                                      | 6                     |
| 04/15/15                          | *5109 Childs Dr., Memphis, TN 38116 (44G062)       | West   | 2015 - Needs Improvement                                | 2015 - Client Protections, Active Treatment, Health Care                                   | 2015 - Yes                                      | 6                     |

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Tennessee Family Solutions

| Date of ICF Certification Surveys | Site of Home   | Region | Current and Historical Quality Rating                              | Area(s) of Fundamental Citations  | Corrected Deficiencies & Achieved Certification | # of People Supported |
|-----------------------------------|--|--------|--|---|---|-----------------------|
| 01/28/15<br>01/29/16              | 722-724 Stonetrace Drive.<br>Murfreesboro, TN 37130<br>44G105) | Middle | 2015 - Acceptable<br>2016 - Acceptable                             | 2015 - Active Treatment<br>2016 - Client Protections, Active Treatment                                | 2015 - Yes<br>2016 - Yes                        | 4                     |
| 03/13/14<br>01/28/15<br>01/29/16  | 1727-1729 Thomas Ct,<br>Murfreesboro, TN 37130<br>(44G146)     | Middle | 2014 - Acceptable<br>2015 - Acceptable<br>2016 - Needs Improvement | 2014 - Physical Environment<br>2015 - Active Treatment<br>2016 - Client Protections, Active Treatment | 2014 - Yes<br>2015 - Yes<br>2016 - Yes          | 4                     |
| 07/17/14<br>07/08/15              | 1432-1434 Rochester Rd,<br>Murfreesboro, TN 37130<br>(44G113)  | Middle | 2014 - Acceptable<br>2015 - Acceptable                             | 2014 - Active Treatment, Health Care<br>2015 - Active Treatment                                       | 2014 - Yes<br>2015 - Yes                        | 4                     |
| 07/17/14<br>07/08/15              | 1502-1504 Rochester Rd,<br>Murfreesboro (44G113)               | Middle | 2014 - Acceptable<br>2015 - Needs improvement                      | 2014 - Physical Environment<br>2015 - Active Treatment  | 2014 - Yes<br>2015 - Yes                        | 4                     |

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